

THE PSYCHOLOGICAL ASPECT OF PREPARING STUDENTS FOR THE INTERCULTURAL COMMUNICATION PROCESS

Abstract. The thesis covers the main issues that are considered by intercultural psychology, ethno-psychology, social psychology, as well as the causes of stereotypes, their significance and function in the knowledge of cultural characteristics of representatives of different cultures and the occurrence of the cultural shock.

Key words: intercultural psychology, socio-psychological characteristics, behavioural stereotypes, categorization, attribution, cultural shock.

In order to effectively prepare students for the process of intercultural communication, it is necessary to find out what connection exists between psychology and culture. As noted in their writings by Kolbina T.V., Hrushevitskaya T.G., Popkova V.D., Sadokhin A.P., intercultural communication in the broad sense of the word is seen as that happening in special conditions, namely: its participants, firstly, are aware of each other's cultural differences; secondly, they speak a language that is foreign to one of them [1, 2]. In order to understand the psychological features of intercultural communication, one must consider a person as a cultural subject, who accumulates and develops it in the course of their vigorous activity and in interaction with other people. Psychologists are trying to establish universal for the bearers of all cultures of the world characteristics, mechanisms and patterns of human mental activity, as well as their specific manifestations in national cultures.

Inter-cultural (in the terminology of the authors of the book - cross-cultural) psychology is one of the important directions that emerged as a result of the crisis in psychological science. Its representatives see it as a task to identify common psychological patterns of thinking and behavior of the people of the planet, as well as their specific manifestations in each specific culture, by comparing the results of studies conducted in different countries of the world. Scientists are trying to identify the parameters that are universal for all national cultures, and to describe the psychological phenomena of their manifestation in each of them.

In intercultural psychology, culture is seen as a set of permissions and constraints that set the limit on the possibilities of personality behavior (J. Adamopoulos), as well as a prerequisite and consequence of an individual's behavior.

Traditionally, some aspects of the CCC (cross-cultural communication) process have been considered in studies in social psychology and ethno-psychology. The representatives of social psychology study the

issues of interaction of people of different cultures in the process of solving common problems in all spheres of people lives, conditions and mechanisms of effective intercultural communication, as well as barriers to successful communication (stereotypes, prejudices, causes of misunderstanding, common mistakes, conflict situations and ways to prevent them). Ethno-psychologists study the socio-psychological characteristics of national-ethnic communities (national consciousness, national character, national temperament, national mentality, etc.), analyze the influence of the factor of national identity on the behavior of the individual, research the characteristics of the CCC of the representatives of specific peoples.

According to scientists, ethno-psychological characteristics of a person or group of people are only realised by the collision of different cultures. The awareness of their peculiarities, taking into account the value orientations of the representatives of different cultures will help improve the psychological climate in multinational teams, optimize social communication during joint activities (work, study, leisure, etc.).

Psychologists in their research of the CCC issues, find out how cultural differences affect categorization and attribution processes, how they relate to the peculiarities of interpretation and the formation of appropriate behavioral stereotypes.

The main mechanisms in the perception and cognition of the world, as well as the interpretation and processing of information are the processes of categorization and attribution. The classification of objects, phenomena, events, and the like in the real world into specific categories (groups, species, classes, etc.) that is inherent in each national culture helps people, on the one hand, navigate quickly in everyday life and process large amounts of information from the world. Thus, categorization mechanisms develop typical patterns of behavior, reactions, and so on in the people of a particular community. But on the other hand, the generally accepted way of perceiving the world in this national and social environment poses some problems when confronted with another culture, because each culture has a different mechanism of attribution of cultural values, which affects the processing of information and may cause errors in the CCC process. Through the attribution mechanism, a common value can be created for communication partners; it is this mechanism that helps to explain the causes of other people's behavior or reactions.

The main factors influencing the positive or negative evaluation of the representatives of another culture are, first of all, knowledge about the culture of a given people and the experience of intercultural communication [3]. Culture determines the significance of values for a person and the degree of their influence on them. The peculiarities of culture also determine their structure and identity. The overall level of education, upbringing, life experience, personal qualities, etc. plays a significant role in the CCC. The knowledge of cultural differences and the ability to respond adequately in the context of the CCC is the key to proper attribution, which will eliminate misunderstanding and errors in intercultural communication.

Social psychology studies examine the influence of national and ethnic stereotypes on the process of understanding other people. The nature of stereotypes is explained by people's living conditions when they are forced to repeat the same life situations many times. This is embedded in people's minds as standard thinking patterns. "Knowledge about people, accumulated both from their own experience of communication and from other sources, is generalized and consolidated in the minds of people as well-established ideas - stereotypes."

As it is noted in psychological research, stereotypes accumulate the experience of a particular cultural society, they are the type of social attitudes that are widely used in evaluating other people, events, phenomena, etc. Social stereotypes play an important role in people's lives. For a particular ethnic community, social and ethnic stereotypes are commonplace patterns of behavior and the ways of solving problems, but the representatives of another culture may perceive them as something unusual or even strange. Stereotypes for an individual in a particular social group are "their functionally-role qualities, the socio-typic characteristic they will learn about while dealing with another culture."

Therefore, the peculiarities of a stereotype are the simplification, standardization and typification of the perception of certain objects of the outside world. A stereotype is inherently a social perception because it is formed in the process of socialization of the individual, under the influence of social conditions and on the basis of the social experience of a particular nation. It is complemented by stereotypical actions that a person habitually performs without controlling his or her behavior.

Ethno-cultural stereotypes "fix" relations between ethnic groups and are usually associated with a manifestation of a national character - a form of people's mentality (from Latin *Mens* - spirit, mind), it characterizes the "spiritual atmosphere that prevails in a society and manifests itself in patterns of thinking and behavior, that are determined by culture, in standards, value orientations and cultural development products." The national character reflects mental characteristics that are typical for most representatives of a certain nation, a special mindset, a set of values, attitudes, beliefs, ideals characteristic of their lifestyle, communicative behavior in various situations.

Psychologists see the reasons for emerging stereotypes in the general tendency to simplification, which is due to the action of the saving of thinking principle; the consequence of these processes is the ignorance of the individual differences of people. Among the main functions of stereotypes are the following: protection (justification) of one's behavior and views, meeting one's aggressive moods towards another nation, desire to dominate it, etc.

In the process of the CCC, people are in a special psychological state: some experience joy and pleasure from new and unusual things, but most people experience anxiety, uncertainty, insecurity, and some people even experience stress, fear, and "cultural shock". Most often, psychological problems arise in direct communication with speakers of another language and culture. The occurrence of psychological difficulties is due primarily to the fact that the representatives of different cultures have differences in their worldview, level of life experience, value orientations, communicative style, personal characteristics, as well as the experience of the CCC, namely in the implementation of intercultural communication.

Psychological research often analyzes the concept of the culture shock and clarifies its causes. Anthropologists-sociologists have described for the first time the psychological state of a person undergoing the culture shock. The cultural shock is a state of despair and helplessness, caused by the loss of habitual values; its consequence is a person's inability to act in these conditions and to determine their subsequent behavior. Its symptoms are referred to as: 1) constant stress from efforts to adapt; 2) the feeling of perplexity and the awareness of acute lack of communication with friends, familiar environment, professional contacts; 3) the sense of rejection from part of one's own and one's native culture; 4) misunderstanding of their role, the system of values and the ways of self-identification in another culture; 5) the fear of the new, annoyance and even anger about "how they do it"; 6) the feeling of helplessness, inability to adapt to a new environment.

Based on the above studies, the following conclusions can be made: 1) the psychological aspect of the CCC process includes studies in social psychology and ethno-psychology; 2) the main mechanisms in the perception and cognition of the world, information processing are categorization, attribution; 3) national and ethnic stereotypes influence the understanding of other people; 4) people who are not prepared for this process have psychological problems ("culture shock") in the CCC process.

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